Ministry of
Human Resources

2001/02
Annual Report
A New Era Update

BRITISH
COLUMBIA

Ministry of
Human Resources

National Library of Canada Cataloguing in Publication Data
British Columbia. Ministry of Human Resources.
[Annual report (2002)]
Annual Report. — 2001/02

Annual.
"A new era update."
Report year ends Mar. 31.
Continues: British Columbia. Ministry of Social Development and Economic Security. Annual performance report.
ISSN 1703-4523 = Annual report - British Columbia. Ministry of Human Resources (2002)

1. British Columbia. Ministry of Human Resources - Periodicals. 2. Public welfare - British Columbia - Periodicals. 3. Human services - British Columbia - Periodicals. I. Title. II. Title: Ministry of Human Resources annual report.

HV109.B7B74 353.5'09711'05 C2002-960152-5

For more information on the British Columbia Ministry of Human Resources, contact:
Communications Division
PO BOX 9933
STN PROV GOVT
VICTORIA, BC
V8W 9R2

or visit the B.C. Government's Web site at
www.gov.bc.ca

Published by the Ministry of Human Resources

Introductory Note — A Year of Transition

The Government of British Columbia and its ministries are committed to reporting on performance. The *Budget Transparency and Accountability Act* (BTAA), as amended in August 2001, provides the legislative framework for a regular cycle of planning, reporting and accountability. Under the BTAA, ministries are responsible for producing three-year service plans (previously called performance plans), which are updated yearly, and annual service plan reports (formerly called performance reports). The amended BTAA takes effect beginning with the 2002/03 fiscal year. The first three-year service plans, covering the period 2002/03 to 2004/05, were released with the provincial budget on February 19, 2002.

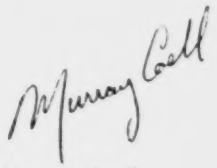
This annual report relates to the previous fiscal year, covering April 1, 2001, to March 31, 2002. This was a transition year, with a new government sworn into office on June 5, 2001. On that day, there was an extensive reorganization of ministries, which were given significant new policy direction and tasked with the responsibility for implementing the government's *New Era* commitments. Later in the year, ministries proceeded through the core services review, which refined the mandates of ministries and identified the strategic shifts required to move government toward its long-term objectives.

This report provides an update on all that activity and also provides a report on performance, approaching the model provided by the BTAA as closely as is possible in the circumstances. An annual report would normally relate back to a preceding plan and report on the results achieved compared with the intentions outlined in that plan. In this case, the preceding plan was produced before the adoption of the significant changes outlined above, and as noted, this ministry has been significantly reorganized, and policies and priorities have changed. This limits the extent to which performance information as described in the previous plan is useful.

Consequently, this report sets out the ministry's redefined role and the services it provides, and — within the context of its goals and objectives as they evolved through the year — describes the achievements of the ministry and the performance targets being used to measure success.

Accountability Statement

The 2001/02 Ministry of Human Resources Annual Report was prepared under my direction and I am accountable for the results the ministry achieved since June 5, 2001. This report describes progress made in this first year on the government's *New Era* commitments, which are to be addressed by May 17, 2005.



Murray Coell
Minister of Human Resources

June 19, 2002

103-01590/

BRITISH COLUMBIA

Ministry of Human Resources

It is a pleasure to submit to you the Annual Report for the Ministry of Human Resources for 2001/02 fiscal year.

In June 2001, the former Ministry of Social Development and Economic Security was renamed the Ministry of Human Resources. Responsibility for social housing, homeowner protection, and child care policy was transferred to the new Ministry of Community, Aboriginal and Women's Services. The Ministry of Human Resources continued to provide employment services and income assistance.

During the period of this report, the ministry began a redesign of income assistance in British Columbia, including a significant shift from a culture of entitlement to a culture of employment and self-sufficiency. It laid the groundwork to replace BC Benefits with the BC Employment and Assistance program, aimed at helping more British Columbians leave assistance for employment and lead more independent lives.

I would like to take this opportunity to again express my thanks to ministry employees around the province for their efforts and diligence in moving the ministry in this new direction. I appreciate their ongoing dedication and commitment to excellent service, and I look forward to seeing the results of our hard work in the months and years ahead.

Murray Coell

Murray Coell
Minister

BRITISH COLUMBIA

Ministry of Human Resources

It is an honour to present the annual report of the Ministry of Human Resources for the 2001/02 fiscal year. This report reflects a year of transition for the ministry, including significant changes in government's approach to income assistance and employment programs. As a result of the Core Services Review, the ministry's focus is on five core business areas:

- **Employment programs** to assist clients to find and maintain employment;
- **Temporary assistance** for those capable of financial independence through employment;
- **Continuous assistance** for those not expected to gain independence through employment;
- **Supplementary assistance**, such as health assistance to clients with disabilities, child care subsidies, bus passes and emergency shelters; and
- **Corporate services and service delivery**.

The review also refined the ministry's mandate to assist people into sustainable employment, provide job placement and job training programs that lead to long term employment, and provide income assistance to those in need.

Based on the outcome of the review, the ministry developed a service plan for the 2002/03 - 2004/05 fiscal years, which laid the groundwork for the new BC Employment and Assistance program and supporting legislation. It also included a new, streamlined appeal process.

In addition, the ministry began a workforce adjustment initiative as part of government's budget reduction commitments. The initiative included a 15 per cent reduction in staff across all ministry programs (459 FTEs) and the closure or amalgamation of 36 ministry offices.

During this time of transition, the ministry continued to serve thousands of clients at locations throughout B.C. It began implementation of the Electronic Service Initiative aimed at using technology to make the ministry more efficient and accessible. The ministry also moved towards a new system of performance-based contracts for more accountable and effective use of public dollars.

R. Ciceri

Robin Ciceri
Deputy Minister

TABLE OF CONTENTS

Introductory Note — A Year of Transition

Accountability Statement

Message from the Minister

Message from the Deputy Minister

Year-at-a-Glance 3

Ministry Role and Services 4

Update on *New Era* Commitments 8

Performance Reporting 10

2001/02 Resource Summary 19

Year-at-a-Glance Highlights

2001/02 was a year of significant change and major accomplishments for the Ministry of Human Resources (MHR). During the 10 months from June 5, 2001 to March 31, 2002, the ministry underwent a major shift in its vision, mission, principles and goals; developed a new income assistance system for B.C. based on these new principles and goals; and made significant progress on a number of major projects. At the same time, MHR continued to provide quality service to more than 150,000 British Columbia families and individuals in need around the province.

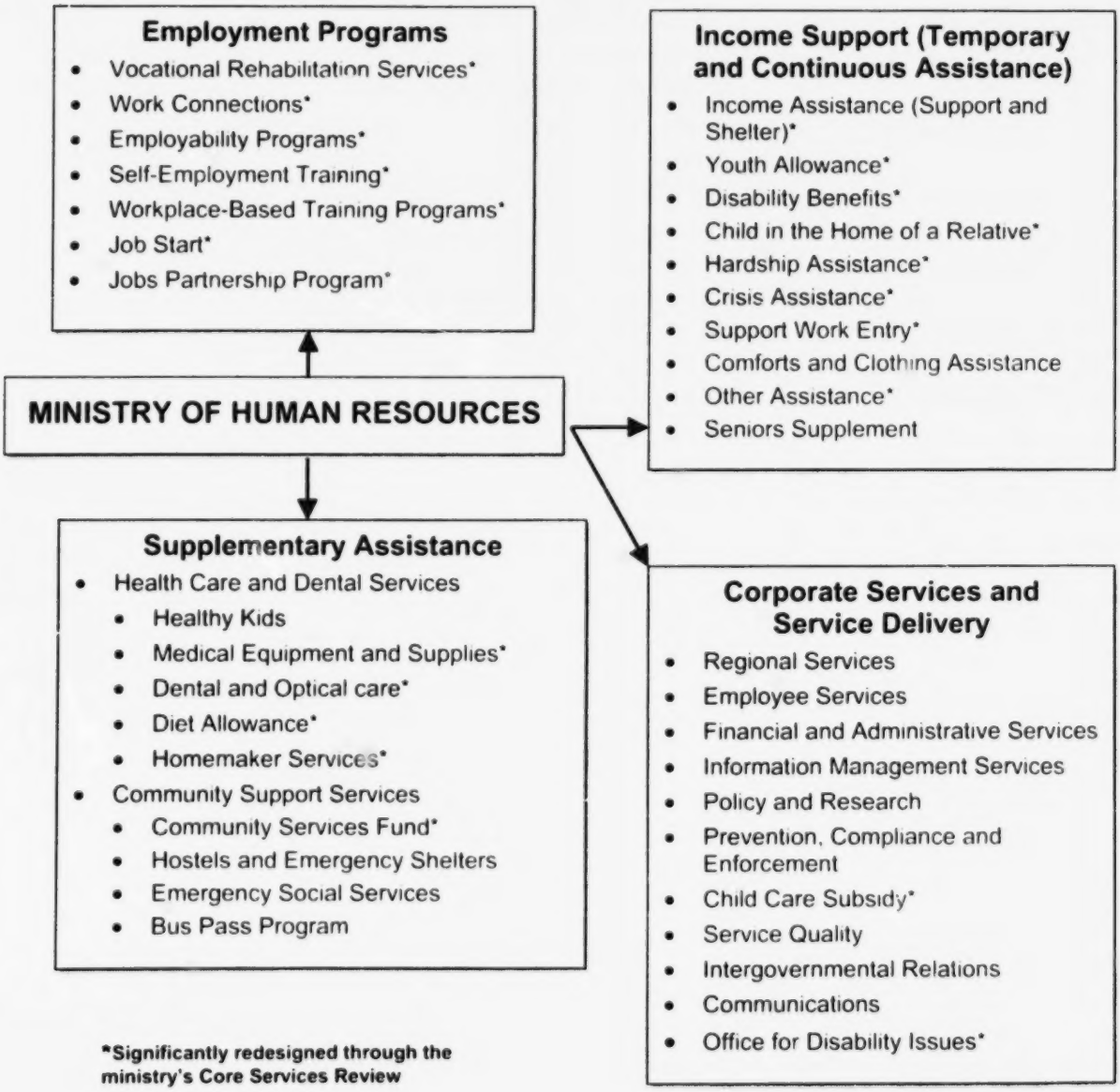
The following are some of MHR's key achievements/events over 2001/02:

- **Core Services Review**: All ministry programs were reviewed and evaluated based on the tests of effectiveness, public interest and affordability through the ministry's Core Services Review.
- **Redefined BC's income assistance system**: MHR completed a major redefinition of B.C.'s income assistance system, and developed a new income assistance program for the province called BC Employment and Assistance.
- **Developed 2002/03 – 2004/05 Service Plan**: MHR released its 2002/03 - 2004/05 Service Plan setting out the ministry's new vision, mission, principles, goals and objectives and performance measures for assessing its success in achieving those goals.
- **Developed and implemented Electronic Services Initiative project**: MHR began implementation of the Electronic Services Initiative project as part of its commitment to use information technology to provide better public access to programs and services.
- **Introduced Alternative Service Delivery project**: MHR began work on the strategy phase of an Alternative Service Delivery project to explore new ways to deliver ministry services more efficiently and effectively.
- **Initiated redesign of appeal system**: Following direction from the Premier, the ministry undertook to develop a single, streamlined appeal process for income assistance clients.

Ministry Role and Services

Programs and Services

The following are the programs and services provided by the Ministry of Human Resources in 2001/02. These have been grouped by the core businesses outlined in the ministry's 2002/03 – 2004/05 Service Plan.



***Significantly redesigned through the ministry's Core Services Review**

Strategic Shifts

Core Services Review

All ministry programs were reviewed and evaluated based on the tests of effectiveness, public interest and affordability between July 2001 and October 2001. Programs and services were also assessed, keeping in mind the appropriate role of government in the economy and in the lives of British Columbians.

The review identified a number of immediate concerns with the current income assistance system including the following:

- Almost 6 per cent of the B.C. population receives income assistance.
- Almost 40 per cent of all single parents in the province receive income assistance.
- People are cycling on and off the caseload. The majority of income assistance clients leave the caseload within six months; however, two-thirds of those who leave return within two years.
- People are dependent on income assistance over the long-term. More than 70 per cent of income assistance clients older than age 35 have an income assistance history longer than 10 years.
- Persons with disabilities who want to and are able to work are not getting the supports they need to get and maintain employment.
- Current training programs do not always lead directly to jobs.

It showed clearly that the BC Benefits form of income support is unsustainable, both in terms of the economy and the social costs to the province.

During Phase One of the Core Review, the Core Review Task Force approved a new mandate for the Ministry of Human Resources: to assist people into employment, provide job placement and job training programs that lead to sustainable employment, and provide income assistance to those truly in need.

During Phase Two, the Ministry of Human Resources received approval to redefine income assistance in British Columbia with a primary focus on building a culture of employment and self-sufficiency while continuing to provide a safety net for those who are not able to gain independence through employment.

BC Employment and Assistance

From October 2001 to the end of March 2002, the Ministry of Human Resources laid the groundwork for a new income assistance system that supports individuals and families in achieving their social and economic potential. This new approach emphasizes self-reliance and participation, and recognizes that many of the people the ministry serves are a resource who, with assistance, can move into sustainable employment.

On January 17, 2002, MHR released its summary service plan for fiscal years 2002/03 to 2004/05 which outlined B.C.'s new income assistance program, BC Employment and Assistance (BCEA), to be introduced in 2002/03. Further information about this new program and its goals, objectives, performance measures and summary expenditure were presented in the ministry's 2002/2003 - 2004/2005 Service Plan, released in February 2002.

Principles

BCEA is based on a set of guiding principles that reflect the government of British Columbia's core values of integrity, fiscal responsibility, accountability, respect, and choice.

These new guiding principles are:

- **Personal responsibility** for maximizing potential
- **Active participation** by clients
- **Innovative partnerships** between the ministry and the private sector and communities
- **Citizen confidence** in the income assistance system
- **Fairness and transparency**, with less red tape
- **Clear outcomes**, whereby the ministry measures success by the success of the people being served
- **Accountability for results** achieved

Core Businesses

BCEA includes the following five core business areas:

Employment Programs
Employment services will assist clients to find and maintain employment. These will include programs that support persons with disabilities.

Temporary Assistance
Temporary Assistance will be available to eligible individuals who are capable of financial independence through employment. Some persons with disabilities may be eligible to receive Temporary Assistance and will be expected to work. Those unable to work because of a short-term medical condition, because they are a single parent caring for a young child, or because they are caring for a family member with a disability may be temporarily excused from seeking employment.

Continuous Assistance
Continuous Assistance will be available to eligible individuals who are not expected to gain independence through employment to ensure these individuals get the ongoing support they need. This will include persons with severe disabilities and those with persistent multiple barriers to employment.

Supplementary Assistance
Supplementary Assistance will provide health assistance to clients with disabilities and other eligible clients. Other programs and services include emergency social services, child care subsidies, bus passes, hostels and emergency shelters, and user fees for continuing care and for alcohol and drug facilities.

Corporate Services and Service Delivery
This core business will provide for executive direction and direct operating costs of delivering BC Employment and Assistance, for research and performance measurement, employee services, financial services, information technology and information management.

Major Changes

The following are some of the major legislative, policy and program changes being introduced under BC's new income assistance system:

- The *BC Benefits (Income Assistance) Act*, the *Disability Benefits Program Act*, the *BC Benefits (Youth Works) Act* and the *BC Benefits (Appeals) Act* are being amalgamated into two new acts: the *Employment and Assistance Act* and the *Employment and Assistance for Persons with Disabilities Act*.
- Most clients will have an employment plan setting out the actions they will be taking to gain financial independence through employment. An employment plan may include activities such as employment search, job placement program or specific training for employment.
- Persons with disabilities will be offered supports to assist them into employment including job placement and training for jobs programs specially designed to meet their needs.
- There will be a new, stronger emphasis on work search prior to receiving assistance. BCEA applicants will be required to conduct an employment search before their application interview.
- The existing multi-level BC Benefits Tribunal and Appeal Board will be replaced with an independent, streamlined appeal system. The Employment and Assistance Appeal Tribunal will consist of regional tribunal panels which will result in timely and transparent decision making.

Update on *New Era* Commitments

In his June 25, 2001 letter to Minister of Human Resources Murray Coell, Premier Gordon Campbell identified three key projects for this ministry:

1. Continue to streamline regional service delivery to clients of income assistance.
2. Implement training and support programs to assist income assistance clients in returning to the workforce.
3. With the Administrative Justice Project, develop a single internal appeal process.

During 2001/02, MHR made significant progress on all three key projects.

1. Streamline regional service delivery

In keeping with its commitment to more efficient and effective service delivery, MHR continued to move forward on several initiatives aimed at streamlining regional service delivery and began work on other initiatives.

- Implementation of MHR's ***Electronic Service Initiative*** project got underway in October 2001. The ESI project is part of the ministry's commitment to use information technology to provide better public access to programs and services. These new ESI services will mean citizens can access ministry information on programs 24 hours a day, 7 days a week. Clients will also have the opportunity to interact with that information to determine their eligibility for ministry programs, and in select circumstances, to retrieve personal information. These new services will be in operation by July 2002.
- MHR began work on the strategy phase of an ***Alternative Service Delivery*** project to explore new ways to deliver ministry services more efficiently, effectively and at less cost to the taxpayer. This phase of the project is expected to be completed in June 2002. Later phases will focus on implementing a new service delivery model for the ministry. It is anticipated that it will take three years to complete all the phases of this project.
- In keeping with the government's commitment to providing responsible, manageable, accountable public services, MHR began research into the design of a ***performance-based contracting framework*** that will tie payment to results. For example, as a condition of payment, employment services providers will be required to demonstrate to the ministry that their programs are successful in moving clients off income assistance and into sustainable employment.

2. Implement training and support programs to assist people to get jobs

MHR began work on the development of an ***Employment Strategy for Persons with Disabilities*** in 2001/02. The strategy, which builds on partnerships and engages the community, the private sector and other ministries, is part of the ministry's commitment to promote self-reliance and independence for persons with disabilities. Persons with disabilities who can work will have access to a continuum of services that will help them prepare for employment. This will include access to both mainstream employment programs, as well as specialized programs designed to meet their specific needs. Supports and services will also be available to clients who are not expected to achieve independence through employment to encourage them to work part-time or participate in volunteer activities in their communities.

In addition, the ministry continued to refine job placement and training programs for clients in 2001/02.

- ***Job Placement Program,*** scheduled for implementation in July 2002, focuses on placing people in jobs and supporting them in that employment for up to 19 months. This modified job placement program will build on the work accomplished by the Jobs Partnership Program.
- ***Training for Jobs*** is a new pilot program scheduled to begin in the fall 2002. Service providers will work with employers to determine their skills requirements, provide focused job skills training to program participants for up to 12 months, and then assist the participants to find employment.

3. Develop a streamlined appeal process

As part of the Core Services Review, and in conjunction with the Administrative Justice Project, the ministry is reviewing its appeal system. Following direction from the Premier, the ministry undertook to develop a ***streamlined appeal process*** for income assistance clients. The new, streamlined appeal system will be implemented when the new *Employment and Assistance Act* and *Employment and Assistance for Persons with Disabilities Act* come into force.

The current multi-level appeal process will be replaced by an independent, more effective and streamlined appeal system. Clients who disagree with a local office decision can ask for a reconsideration of that decision. If clients still disagree, they can appeal through the Employment and Assistance Appeal Tribunal. Regional appeal panels will be selected by the new Employment and Assistance Appeal Tribunal chair who is appointed by the Lieutenant-Governor. These changes to the appeal system will reduce the time it takes for a decision to be finalized.

Performance Reporting

Context

2001/02 was a year of transition for the Ministry of Human Resources during which the ministry moved toward the implementation of a new income assistance system based on new guiding principles, with new goals and objectives. The performance measures set out in this annual report reflect that transition. This report assesses the ministry's performance in 2001/02 against the refined goals that were developed through the Core Services Review.

The performance measures in this report are designed to provide a bridge from the ministry's 2001 Performance Plan to the performance measures in the MHR 2002/03 - 2004/05 Service Plan that will form the basis for ongoing performance reporting by the ministry.

They were chosen because they are key indicators of how the ministry performed in 2001/02 in each of its core business areas, they measure outcomes that are of particular interest to the public and they are based on data available for 2001/02. In most cases, however, it is recognized they are only partial measures of the desired outcomes.

In keeping with the Ministry of Human Resources' commitment to accountability, staff is continuing to develop and refine MHR's performance measures to provide a more complete and meaningful picture of the ministry's performance.

In particular, the ministry is currently working on methods to track longer-term outcomes of programs and policies. For example:

- Are employment programs helping to connect people to sustained employment?
- Are families better off (i.e., do they have more income) once they leave income assistance?

In doing so, the ministry will be paying close attention to the factors that directly affect British Columbians' need for income assistance, now and in the future, and how that assistance is provided.

Recognizing these factors will result in a more accountable and effective income assistance system.

Some factors that affect British Columbians' need for income assistance

Changes to the labour market

As a result of demographic and other changes, B.C. is facing upcoming labour shortages in key sectors.

According to one of Canada's major economic forecasting firms, employment in this country will jump by about 250,000 jobs over the next 24 months as Canada's re-igniting economy gains strength.

At the same time, demographic changes due to an aging population will result in a projected need for 689,000 new and replacement workers in British Columbia by the year 2008 as older workers retire.

Taken together, these dramatic shifts will result in an increased demand for workers in this province — an increase that simple population gains through in-migration from other provinces and immigration will fail to cover.

Right now, almost 6 per cent of the population of the province, or about 240,000 British Columbians, are receiving income assistance. Almost two-thirds of adults receiving income assistance are able to work. This represents a significant pool of potential workers that can be instrumental in building a strong and vital economy. With training and support, income assistance clients can be a valuable resource for employers looking for workers to fill vacancies.

Long-term dependency

Under the current income assistance system, two-thirds of the people who leave B.C.'s income assistance caseload return within two years; more than 70 per cent of income assistance clients over the age of 35 have been dependent on welfare for more than 10 years.

Studies show that sustained income assistance dependency leads to long-term negative consequences for clients and their families. The consequences can be particularly dire for children. Approximately 84,000 children in British Columbia come from families who are dependent on income assistance. Ministry research shows that children from income-assisted families are twice as likely to drop out of school as children from non income-assisted families. In addition, children from income-assisted families are more likely to need income assistance themselves as adults. That likelihood increases the longer families remain on the caseload.

An important focus of BC Employment and Assistance will be to break the cycle-on cycle-off pattern that is characteristic of the present income assistance system by assisting people to move into sustained employment and build better lives for themselves and their children.

The Measures

GOAL 1: Income assistance clients achieve independence through sustained employment

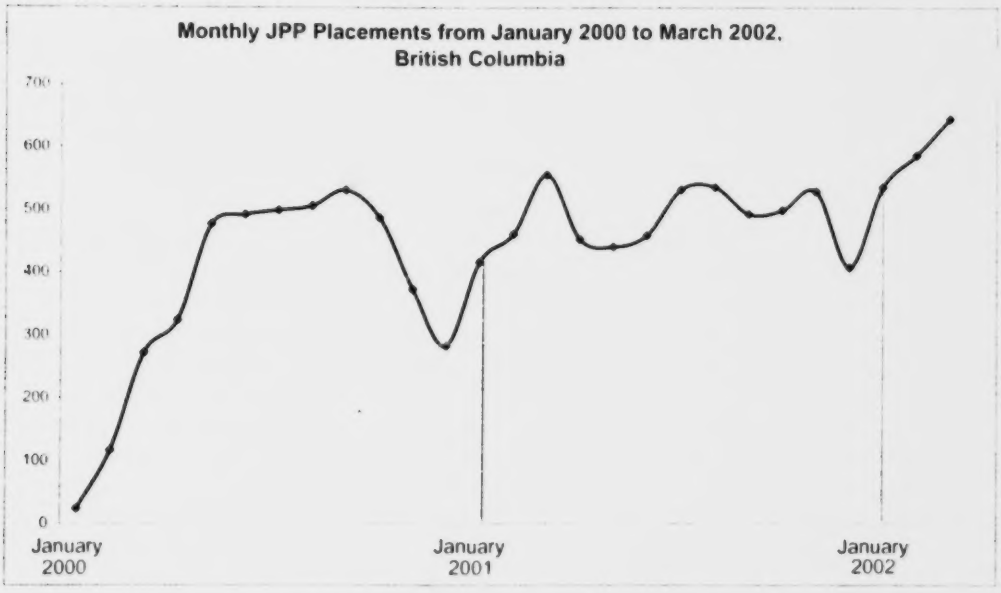
Desired Output/ Outcome	Performance Measure	2001 Target	Result
Clients leave income assistance for employment	Number of Jobs Partnership Program (JPP) participants placed in employment	Place 7,000 JPP participants in employment	9,334 JPP participants were placed in employment in 2001

Reason for the measure: Supporting employable clients to leave income assistance and become independent through sustained employment is an important part of the ministry's mandate. This measure helps to gauge the ministry's success in placing clients in jobs.

Assessment of measure:
Strengths: This measure provides information on the number of clients who participate in the Jobs Partnership Program pilot. It is reliable, accurate, comparable and based on information that is readily available to the ministry. It measures the impact of the ministry's activities.
Future developments: Part of the desired outcome is tracked through this measure. Not all clients participate in JPP and some participate in other programs which help them find sustained employment. Complementary data on clients who do not participate in JPP will be collected through follow-up techniques that are currently being developed.

Comments: The JPP pilot demonstrated success in assisting clients to find sustainable employment quickly. JPP has been reviewed and findings from that review are being used to develop a Job Placement program that will build on the pilot's success. This modified program is scheduled to be introduced in July 2002. The trend data available indicate that more than 9,000 people who have

received income assistance have been placed in employment as a result of participating in the JPP program. A longer-term measure of success will be the number of people participating in the new Job Placement program who remain independent of income assistance for 19 months or more.



Desired Output/ Outcome	Performance Measure	2001/02 Target	Result
Persons with disabilities participate in employment or volunteer activities as they are able	Proportion of persons with disabilities receiving income assistance who declare employment income	New measure	About 11 per cent of persons with disabilities receiving income assistance declared income in 2001/02

Reason for the measure: People with disabilities vary in the amount that they can work and become self-reliant. Some people with disabilities may never be able to become independent of income assistance but are still capable of working part-time or participating in volunteer activities in their communities. This measure helps to gauge the ministry's success in assisting all clients with disabilities to fulfill their social and economic potential.

Assessment of measure:
Strengths: This measure provides information on the proportion of persons with disabilities (PWDs) who have some employment income but are not independent of income assistance. It is reliable, accurate, comparable and based on information that is readily available to the ministry.
Future developments: Part of the desired outcome is tracked through this measure. Further work is needed to allow the ministry to also collect information on the number of people with disabilities who participate in volunteer activities.

Comments: Under BCEA, the earnings exemption is being increased from $200 to $300 for persons with disabilities and persons with persistent multiple barriers to employment. This is part of the ministry's Employment Strategy for Persons with Disabilities which recognizes that for those unable to achieve full independence from income assistance, participation and contribution in community activities and in the employment is healthy and beneficial.

GOAL 2: MHR services support self-reliance

Desired Output/ Outcome	Performance Measure	2001/02 Target	Result
Single parents leave income assistance for employment	Proportion of single parents in B.C. receiving assistance	New measure	An average of 37 per cent of single parents in B.C. received income assistance in 2001/02

Reason for the measure: This measure helps to gauge the ministry's success in assisting single parents to build better lives for themselves and their children by replacing income assistance dependency with independence.

Assessment of measure:
Strengths: This measure provides information on the approximate percentage of single parents in B.C. receiving assistance. It was calculated by dividing the average single parent caseload for 2001/02 by the number of single parent families in B.C. with never-married children under the age of 19 at home as per the 1996 Census (most recent data available).
Future developments: Part of the desired outcome is tracked through this measure. Follow-up techniques are being developed that will allow the ministry to collect information on the number of single parents who leave the caseload and move into sustained employment, and the average level of income that single parents earn once they leave BCEA.

Comments: Under BCEA, single parents are required to seek work when their youngest child is 3 years old. This reflects the ministry's desire to balance the needs of young children to be cared for by their parents with the goal of assisting single parents on income assistance to become self-reliant through employment. Outcomes for children from families who have depended on income assistance for long periods of time are not as good as for children whose parents are independent of income assistance.

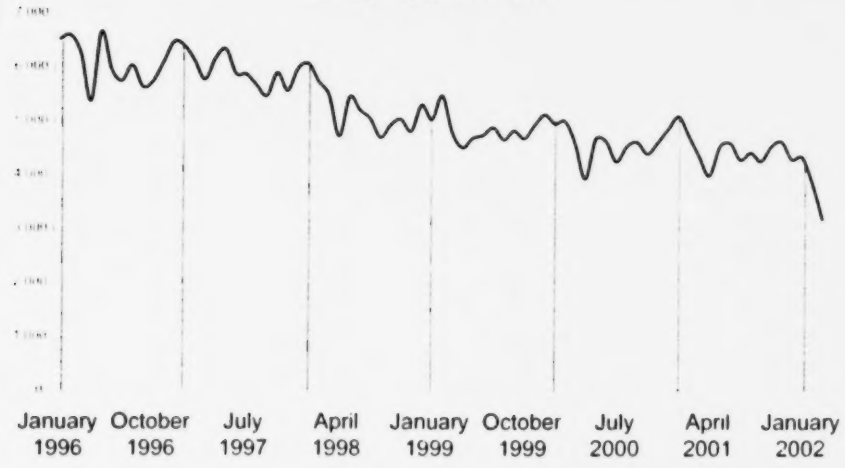
Desired Output/ Outcome	Performance Measure	2001/02 Target	Result
Fewer people enter the income assistance caseload	Number of starting income assistance cases	New measure	There were 50,934 starting income assistance cases in 2001/02

Reason for the measure: One of the ways that MHR is assisting British Columbians in need to achieve their economic and social potential is by promoting a culture of self-reliance. Before requesting income assistance, individuals and families will have looked for other ways to support themselves — through applying for student loans or finding work. The ministry believes that the safety net should be available to all British Columbians as a last resort. This measure helps to gauge the ministry's success in promoting self-reliance among the general population.

Assessment of measure:
Strengths: This measure provides information on the number of new income assistance cases and returning cases who have not been on income assistance in the last year. It is reliable, accurate, comparable and based on information that is readily available to the ministry.
Future developments: No additional development is planned at this time.

Comments: Many factors outside the control of the ministry affect this measure such as the health of the economy and the rate of in-migration from other provinces.

Income Assistance Cases — New Starts*
January 1996 to March 2002



*Includes new cases and returning cases who have not been on income assistance in the past year

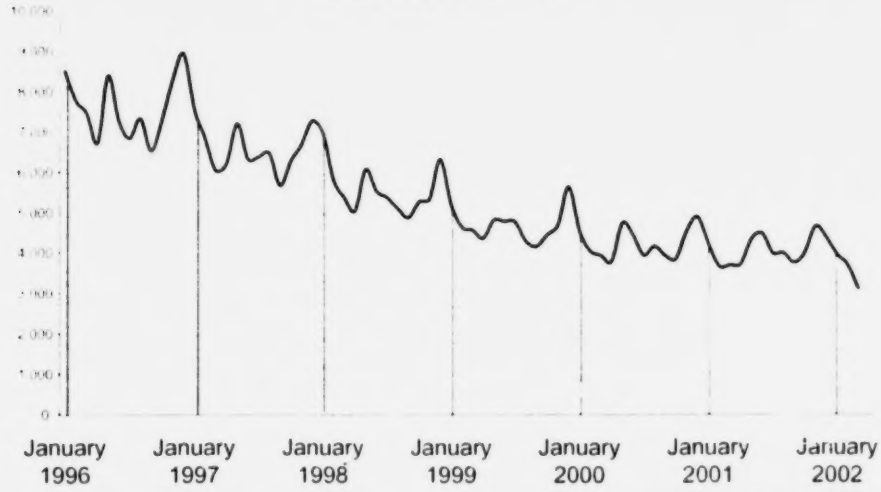
Desired Outcome/ Output	Performance Measure	2001/02 Target	Result
Dependence on income assistance is reduced	Number of people who enter the income assistance caseload again after being off income assistance for less than a year	New measure	47,973 people entered the caseload after being off for less than a year in 2001/02

Reason for the measure: Research shows that long-term dependence on income assistance has long-term negative impacts for individuals and families. This measure helps to gauge the ministry's success in supporting clients in replacing dependency with self-reliance.

Assessment of measure:
Strengths: This measure provides information on the number of people who cycle on and off the income assistance caseload. It is reliable, accurate, comparable and based on information that is readily available to the ministry.
Future developments: Many factors outside the control of the ministry affect this measure such as the health of the economy and the rate of in-migration. This measure does not apply to persons with disabilities who are not able to achieve independence through employment.

Comments: The ministry's new emphasis on employment means that clients will be quickly redirected to programs that allow them to achieve sustained employment rather than short-term jobs. This means that the number of employable people who cycle on and off the caseload should be reduced. It may also mean, however, that an increasing portion of the caseload will face significant barriers to finding and maintaining employment (e.g., alcohol or drug misuse, mental illness, poor literacy skills).

Income Assistance Cases — Cyclers*
January 1996 to March 2002



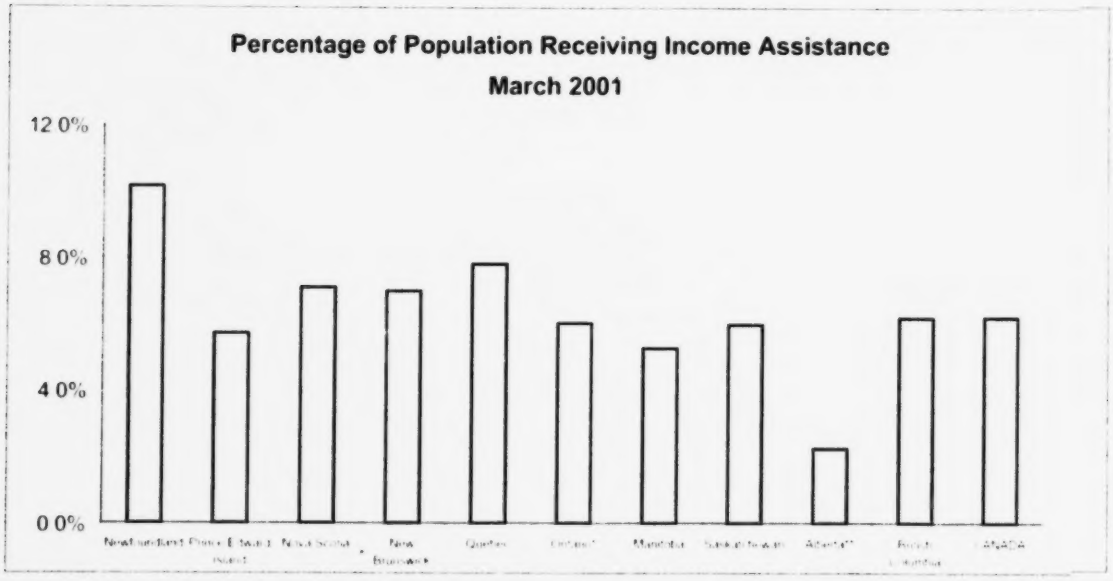
* Cyclers are income assistance cases that have started again on IA, after having been off IA for less than a year.

Desired Outcome/ Output	Performance Measure	2001/02 Target	Result
A lower percentage of British Columbians receive income assistance	Proportion of general population receiving income assistance	6.0 per cent	The average percentage of the population receiving income assistance in 2001/02 was 6.01 per cent. As of March 2002, this figure was 5.84 per cent.

Reason for the measure: This measure is a good standard comparable gauge for measuring level of income assistance dependence in B.C. with that of other jurisdictions.

Assessment of measure:
Strengths: This measure provides information on the percentage of the population of B.C. who are receiving income assistance. It is reliable, accurate, comparable and based on information that is readily available to the ministry. While the measures are accurate, provinces do not have income assistance programs that are identical and therefore comparisons can only be used as rough measures of levels of dependency.
Future developments: No future developments planned at this time.

Comments: Many factors outside the control of the ministry affect the number of individuals and families who receive income assistance such as the health of the economy and the rate of in-migration from other provinces.



NOTE Provincial Social Assistance data may be inconsistent over time due to program and/or statistical reporting system changes
Population data are as of April 1 and have been revised based on the 1996 Census

* Excludes Assistance for Children with Severe Disabilities (14,900 children for March 2001)

** Includes Student Financial Assistance, AISH and Children in Need data An estimated 10,000 on Student Financial Assistance has been added

Sources Population data Statistics Canada Catalogue 91-003, Quarterly Demographic Statistics, Jan - Mar 2001
Social Assistance data Quantitative and Information Analysis, Social Policy, HRDC

GOAL 3: MHR clients' basic health needs are met

Desired Output/ Outcome	Performance Measure	2001/02 Target	Result
Clients have access to essential supplementary health benefits	Number of eligible people receiving medical equipment and supplies	New measure	Baseline information under development

Reason for the measure: Access to health care is important to all British Columbians. For income assistance clients, purchasing needed health equipment and ongoing supplies may be difficult. This measure will gauge the ministry's success in providing essential supplementary health supports to income assistance clients.

Assessment of measure:
Strengths: This measure will provide information on the number of eligible people in B.C. receiving medical equipment and supplies through the Ministry of Human Resources.
Future developments: Right now, major medical equipment items and ongoing supplies are tracked through the ministry's Health Benefits Branch. An initiative has been proposed to use a different form of purchase authorization for medical equipment and supplies that would allow the ministry also to code and track minor equipment and short-term supplies approved by field offices. This measure provides a useful benchmark to assess the accessibility of the program.

Comments: Under BCEA, eligible clients with ongoing medical needs will have access to appropriate equipment and supplies.

Desired Output/ Outcome	Performance Measure	2001/02 Target	Result
Homeless individuals have access to emergency accommodation as needed	Number of beds provided	New measure	MHR funded 630 contracted year round emergency beds in 2001/02 and an additional 244 beds from November 2001 to March 2002

Reason for the measure: The Ministry of Human Resources teams with community partners to fund emergency shelter beds for homeless people year round and additional beds as needed over the cold winter months. This measure gauges the ministry's success in providing homeless people with access to safe, warm emergency accommodation, particularly during the months when it is most needed.

Assessment of measure:
Strengths: This measure provides information on the number of emergency beds in shelters and emergency hostels funded by the Ministry of Human Resources through contracted agencies. It is reliable, accurate, comparable and based on information that is readily available to the ministry.
Future developments: Part of the desired outcome is tracked through this measure.

Comments: Under the Cold Weather Strategy, MHR's nine regional offices consult with community agencies and develop a plan to meet the unique needs of communities in their regions for additional emergency shelter spaces from November to March.

Desired Output/ Outcome	Performance Measure	2001 Target	Result
Individuals and families have access to short term disaster assistance through the Emergency Social Services (ESS) program	Number of people requiring short term disaster assistance who are served through ESS program	New measure	2,434 British Columbians received services through the ESS program in 289 incidents in 2001.

Reason for the measure: Under the Ministry of Human Resources Emergency Social Services (ESS) program, local volunteer ESS teams around the province provide short-term assistance to British Columbians who are forced to leave their homes because of fire, floods, earthquakes or other emergencies. This measure gauges the ministry's success in meeting the needs of B.C. families and individuals for short-term disaster assistance.

Assessment of measure:
Strengths: This measure provides information on the number of British Columbians forced from their homes by disasters who received assistance through the ministry's Emergency Social Services Program. It is reliable, accurate, comparable and based on information that is readily available to the ministry. It is a good indicator of ESS activities throughout the province.
Future developments: No future developments planned.

Comments: MHR's ESS Program Office is responsible for planning and coordinating provincial government involvement in the provision of ESS during an emergency or disaster. The ESS Program Office works alongside the Provincial Emergency Program (PEP), as well as other provincial ministries and corporations, to ensure a coordinated approach to the delivery of emergency services across BC. In addition, the ESS office assists local authorities in planning and operating ESS and provides support and training to about 5,000 ESS volunteers around the province.

GOAL 4: The Ministry is an accountable organization

Desired Output/ Outcome	Performance Measure	2001/02 Target	Result
Appeals are adjudicated in a timely fashion	Average time taken to adjudicate appeals	New measure	2 months on average from date of reconsideration request to date of tribunal decision 4.5 months on average from date of tribunal decision to date of Appeal Board decision

Reason for the measure: A fair, impartial, accessible and timely appeal system is fundamental to citizen confidence in the integrity of B.C.'s income assistance system. In particular, people appealing ministry decisions need to know the results of their appeals as quickly as possible. This measure gauges the effectiveness of the appeal system in adjudicating appeals in a timely fashion.

Assessment of measure:
Strengths: This measure provides information on the average length of time people must wait before a decision is rendered on their appeal under the ministry's current appeal system. It is reliable, accurate, comparable and based on information that is readily available to the ministry. It measures the impact of the ministry's activities.
Future developments: This measure assesses the timeliness of an appeal process that is being substantially restructured under BCEA. It introduces a level of accountability for ensuring that appeals do not become bogged down in the system. This level of accountability did not exist before. It provides a useful benchmark for the ministry to measure against when assessing the performance of the new appeal system. MHR is currently developing a new reporting process that will allow the ministry to more accurately measure the length of time taken to adjudicate appeals and to break that information down by region.

Comments: Following direction from the Premier, MHR is developing a streamlined appeal process for income assistance clients. The new, streamlined appeal system will be implemented when the new *Employment and Assistance Act* and *Employment and Assistance for Persons with Disabilities Act* come into force.

2001/02 Resource Summary

	Estimated	Other Authorizations	Total	Actual	Variance
Operating Expenses ($000)					
Employment Programs	110.108	0	110.108	108.848	1.260
Temporary and Continuous Assistance	1.282.764	0	1.282.764	1.266.441	16.323
Supplementary Assistance	307.631	0	307.631	294.767	12.864
Corporate Services and Service Delivery	238.297	0	238.297	235.815	2.482
Total — Ministry Operations	**1.938.800**	**0**	**1.938.800**	**1.905.871**	**32.929**
Contingencies	0	105	105	105	0
Total	**1.938.800**	**105**	**1.938.905**	**1.905.976**	**32.929**
Full-time Equivalents (FTEs)					
Total	**3.025**	**0**	**3.025**	**2.925**	**100**
Ministry Capital Expenditures ($000)					
Information Systems	11.774	0	11.774	3.862	7.912
Office Furniture and Equipment	1.942	0	1.942	819	1.123
Tenant Improvements	250	0	250	0	250
Vehicles	0	0	0	425	(425)
Total	**13.966**	**0**	**13.966**	**5.106**	**8.860**
Consolidated Capital Plan Expenditures ($000)					
n/a					
Capital Financing Transactions - (Net Disbursements) ($000)					
n/a					